

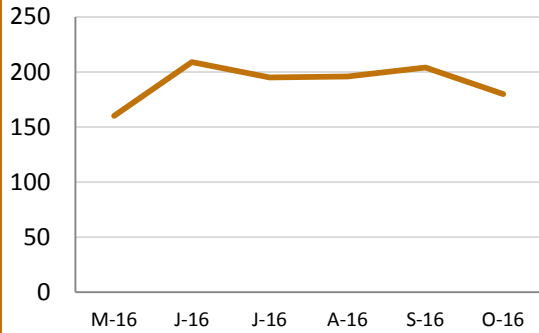
Northeastern CT Coordinated Entry Report



October-2016

Number of Calls to 211

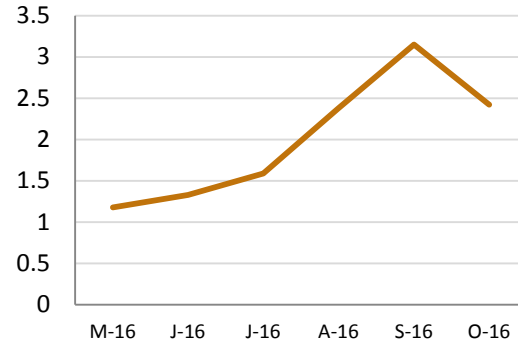
Total Calls This Month:	180
Total Calls Last Month:	204
Last 6 Months Average:	191



Data Source: 211

211 Call Wait Times (in Minutes)

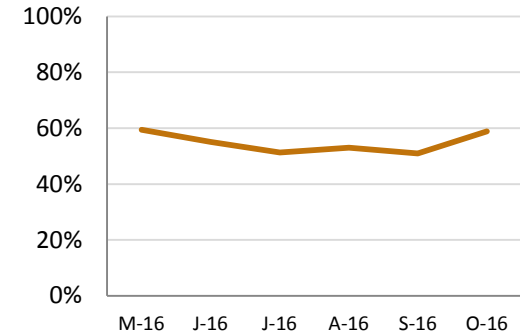
Average This Month:	2.42
Average Last Month:	3.15
Last 6 Months Average:	2
Longest Call Wait Time This Month:	29



Data Source: 211

Percent Diverted by 211

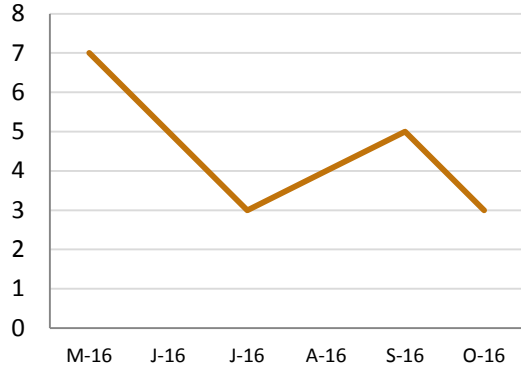
This Month:	59%
Last Month:	51%
Last 6 Months Average:	55%



Data Source: 211 and CT HMIS

211 to CAN Appointment Wait Time (in Days)

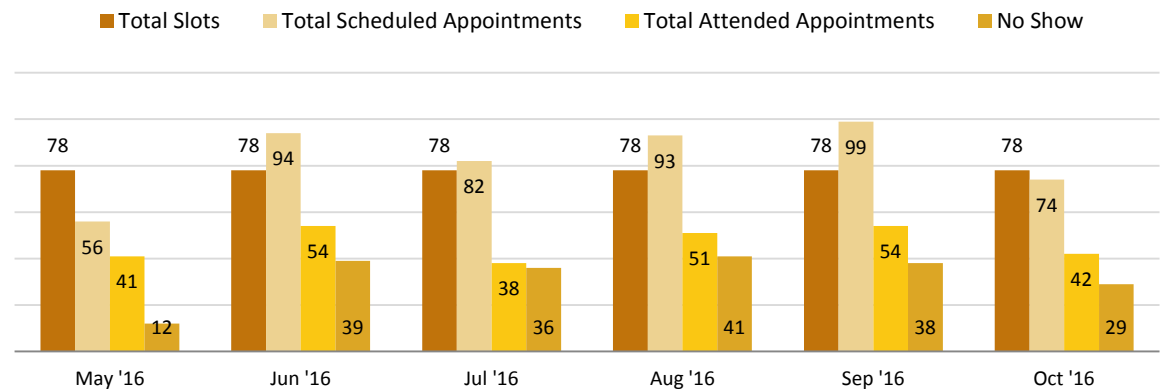
Average Days This Month:	3
Average Days Last Month:	5
Last 6 Months Average:	5



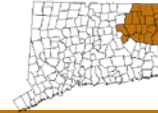
Data Source: CT HMIS

Appointment Capacity

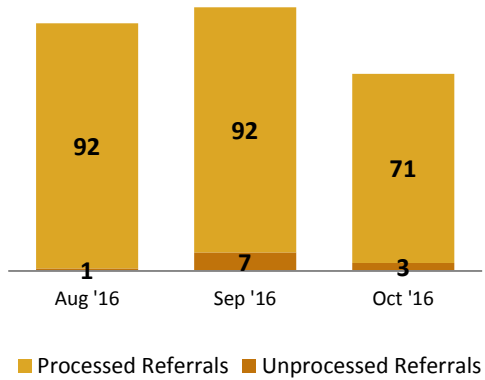
Total Number of Appointment Slots:	78	Total Number of No Shows:	29
Total Number of Scheduled Appointments:	74	Percent of Appointment Capacity Filled:	95%
Total Number of Attended Appointments:	42	Percent of Appointments Attended:	57%



Data Source: CT HMIS

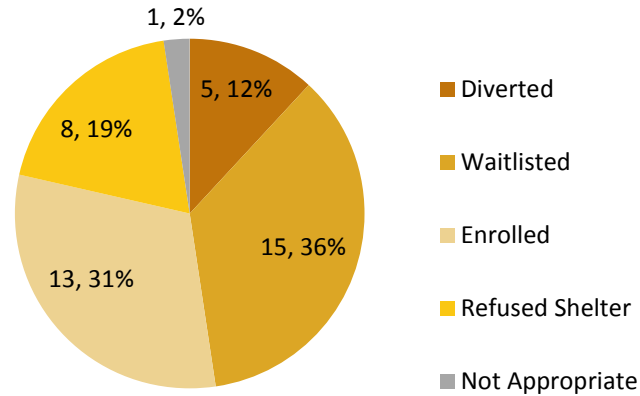


Referral Data Completeness Last Three Months



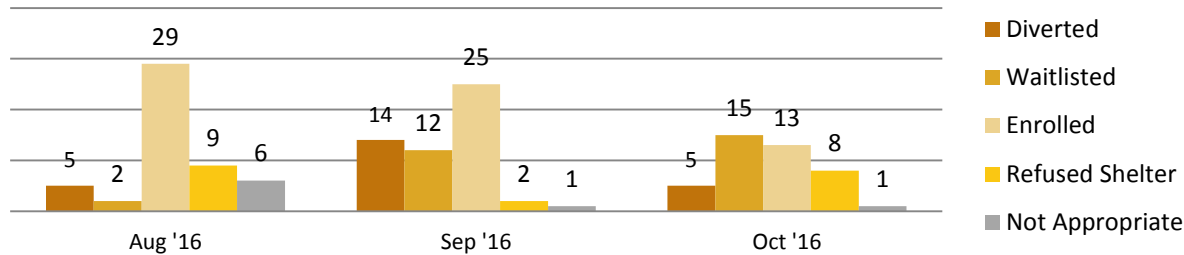
Data Source: CT HMIS

Outcomes of Attended Appointments October 2016



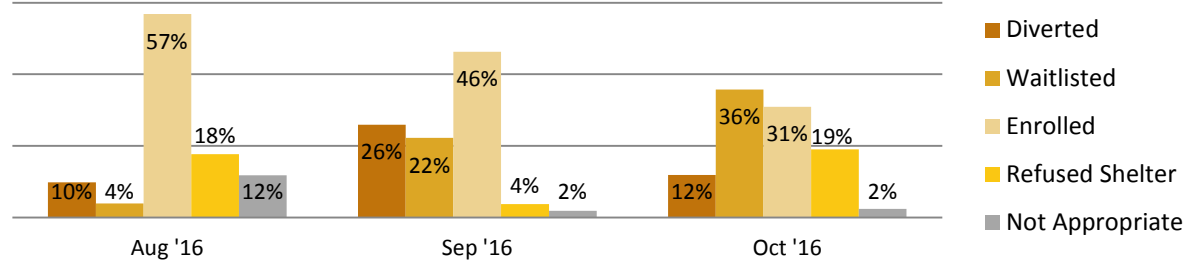
Data Source: CT HMIS

Last Three Months - By Number



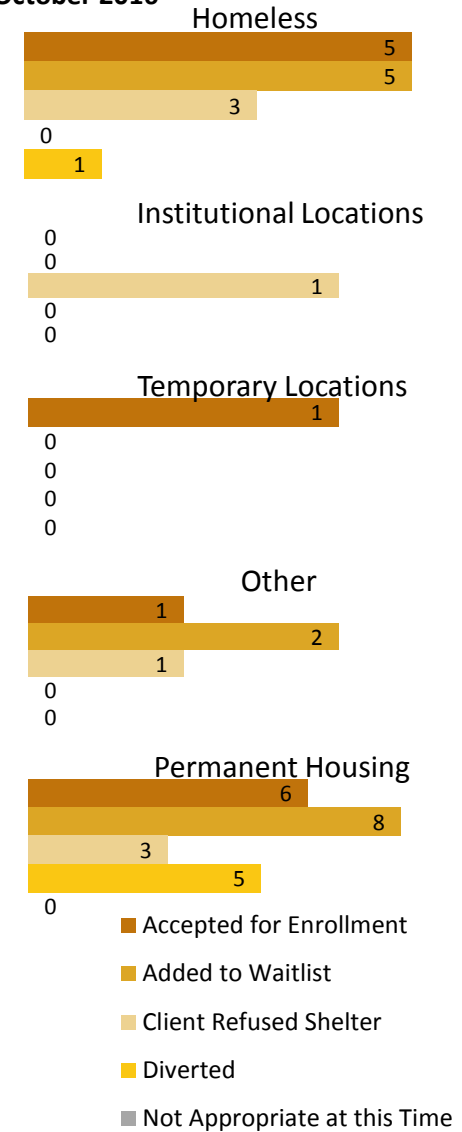
Data Source: CT HMIS

Last Three Months - By Percentage



Data Source: CT HMIS

Appointment Outcome By Living Situation October 2016



Data Source: CT HMIS